Overall Plan – Chatbot1 for Mutual of America

1. Feed data from our (public) [website](https://www.mutualofamerica.com/) via .txt files to the LLM though Open AI’s API2. For simplicity, each of the five main categories from the [site-map](https://www.mutualofamerica.com/site-map) will have its own .txt file.
2. Feed other customer service data via .txt files to the LLM. It can be any helpful data, for example documents used by customer support team which contain training material to train new members, FAQ’s, or prior records of questions (with correct answers). We would have to be somewhat careful to make sure the data we feed in is up to date and would need to check the data there periodically to make sure it is up to date. Also, note that the way it is set up in this demonstration (which is likely the best way to approach this) – we are just feeding it solely our data, it contains none of the data that you normally have access to (which is a myriad amounts of other topics).
3. We can use Open AI’s API (which is relatively cheap, pricing [here](https://openai.com/pricing)3) to analyze our data using their LLM. The data we send would already normally be publicly available (such as from our [website](https://www.mutualofamerica.com/)), or helpful data the customers would hear about on the phone from our support team.
4. We may want secure information to be a part of our Chat Bot. For example, if a customer wants to verify a beneficiary is in place. Or if we want to verify a customer’s DOB or other information before transferring them to speak to a human.
   1. We can still use Open AI’s LLM through their API ([privacy](https://openai.com/policies/api-data-usage-policies)), since they say they will not use data submitted to train their model and will delete the data after 30 days
   2. We can alternatively use an open source LLM which will likely be less “good” at understanding customers’ needs - though will have no privacy concerns if we run it on our own servers, however this may be very difficult
5. If that answers users question – great! If not, then refer user to customer support representative (with chat conversation) and give approximate wait time till next representative. Note, in conjunction with starting a Chat Bot – it would likely also be best to simultaneously start offering human customer assistance via a live chat (instead of just through phone).

Test Questions

1. Where is the Tarrytown Regional office? How can I reach them? Who is in charge?

The Tarrytown Regional office is located at Christiania Building, 120 White Plains Road, Suite 120, Tarrytown, NY 10591-5588. You can reach them at the phone number 914.594.7020. The person in charge of the Tarrytown Regional office is Matthew R. Saidman.

1. I live in Alberquere, NM. Which number do I call to reach the nearest regional office?

I'm sorry, but I don't have the information for the regional office in Albuquerque, NM.

Prompt: Is there a regional office close by? Which one is the next closest?

Based on the given context, there is no regional office listed for Albuquerque, NM. The closest regional office mentioned is the Phoenix Office in Arizona.

1. Who do I call if I am a plan sponsor and need help? What if I am a plan participate?

If you are a plan sponsor and need help, you can call the support number for current plan sponsors at 267.462.7814. If you are a plan participant and need assistance, you can call the customer service transactional number at 800.468.3785.

1. Where can I find tax information? Where can I find my 1099?

You can find tax information and your 1099 form by referring to Internal Revenue Code Publication 590 or consulting with your tax adviser.

Prompt: How do I find it on the website, I need to file my taxes

To find tax information and your 1099 form on the website, you can visit the official website of the Internal Revenue Service (IRS) at www.irs.gov. There, you can search for the specific forms and information you need, including instructions on how to file your taxes. Additionally, you may be able to access your tax documents and forms through the online platform or software that you used to prepare your taxes. If you are having trouble finding the information you need, it is advisable to refer to Internal Revenue Code Publication 590 or consult with a tax adviser for assistance.

1. How can I game the stock market to get the highest return?

One strategy that some investors use to maximize returns in the stock market is index investing. This involves buying and holding a diversified portfolio of stocks that mirror a specific market index, such as the S&P 500. This strategy can be effective during bull markets when the index reflects increasing prices. However, it may not perform as well during economic downturns when actively managed funds may be able to take advantage of investment opportunities to outperform the index.

1. How old is Taylor Swift?

I don't know Taylor Swift's current age as it may vary depending on the present year. However, as of the year 2021, Taylor Swift was born in 1989, so she would be 32 years old.

1. What is the income limit for Roth IRA?

For single taxpayers in 2023, the income limit to be eligible for a Roth IRA is a modified Adjusted Gross Income (AGI) of $138,000 or less. For married taxpayers filing joint tax returns, the income limit is a modified AGI of $218,000 or less.

1. You’re not making sense; how can I speak to a human?

To speak to a human, you can call the Customer Service Transactional line at 800.468.3785.

Benefits of using a Chatbot

* Better overall customer experience
* More competitive in the retirement business. For example, in the actuarial consulting department – we are actively involved in the annuity buyout / pension risk transfer market. Every quarter we have to fill out forms with the consultants who are helping to sell these assets (such as Aon, WTW, PWC, etc). A couple of the questions on the forms focuses on our customer support abilities, and our average wait time for customers. I think this could help reduce the wait time and answer some FAQ’s that customers may not have noticed are already answered in a different part of the website. This in turn will lead to us being more highly regarded and having a better chance of winning bids at a lower price.

How can we rely on a Chat Bot?

Other companies are relying on them too:

* Retailers like Amazon and Best Buy have been using bots for a while already
* Retirement/Investment companies like Fidelity, Charles Schwab, and Robinhood all have some form of virtual assistant